

Survey Questions 1-32
SLO Case Management Survey 2011

1. I like the services that I received here.

Agree 98%
Disagree 2%

2. If I had other choices, I would still get services from this agency.

Agree 96%
Disagree 4%

3. I would recommend this agency to a friend or family member.

Agree 96%
Disagree 4%

4. The location of services was convenient. (parking, public transportation, distance, etc.)

Agree 100%

5. Staff were willing to see me as often as I felt it was necessary.

Agree 98%
Disagree 2%

6. Staff returned my call in 24 hours.

Agree 98%
Disagree 2%

7. Services were available at times that were good for me.

Agree 93%
Disagree 7%

8. I have opportunities to participate in making decisions about the services that are provided.

Agree 98%
Disagree 2%

9. The services I receive here empower me to make use of my talents and abilities.

Agree 94%
Disagree 6%

10. Staff here believe that I can grow, change and recover.

Agree 98%
Disagree 2%

11. I felt comfortable asking questions about my treatment and medication.

Agree 92%
Disagree 8%

12. I felt free to complain.

Agree 90%
Disagree 10%

13. I was given information about my rights.

Agree 96%
Disagree 4%

14. Staff encouraged me to take responsibility for how I live my life.

Agree 96%
Disagree 4%

15. Staff told me what side effects to watch out for.

Agree 84%
Disagree 16%

16. Staff respected my wishes about who is and who is not to be given information about my treatment.

Agree 96%
Disagree 4%

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17. I, not staff, decided my treatment goals.

Agree 94%
Disagree 6%

18. Staff were sensitive to my cultural background (race, religion, language, etc.).

Agree 92%
Disagree 8%

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.

Agree 96%
Disagree 4%

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, et

Agree 89%
Disagree 11%

21. I am satisfied with my current housing arrangement.

Agree 88%
Disagree 12%

22. I feel better about myself because I am working.

Agree 79%
Disagree 21%

23. I deal more effectively with daily problems.

Agree 96%
Disagree 4%

24. I am better able to control my life.

Agree 96%
Disagree 4%

25. I am better able to deal with crisis.

Agree 94%
Disagree 6%

26. I am getting along better with my family.

Agree 88%
Disagree 13%

27. I do better in social situations.

Agree 92%
Disagree 8%

28. I do better in school and/or work.

Agree 90%
Disagree 10%

29. My housing situation has improved.

Agree 85%
Disagree 15%

30. My symptoms are not bothering me as much.

Agree 85%
Disagree 15%

31. The overall quality of my life has improved.

Agree 90%
Disagree 10%

32. I am learning work skills that will help towards further employment.

Agree 83%
Disagree 17%

Free Form Answers - Question 1

SLO Case Management Survey 2011

1. What do you like about the services, programs or assistance you receive?

- Communication with friends.
- It fixes me.
- I am better trained to handle individual change as well as group change.
- They are fair.
- Everything.
- The help.
- Friendly, competent direction.
- Every body is very dedicated.
- Very positive, person-centered and empowering.
- The programs have made the difference between living well and living in darkness.
- I like FSP programs available at the apartments and socialization.
- Job placement strategies, accountability.
- The job training I am receiving.
- Everything I have participated in was convenient and educational to me.
- It's nice to have some place to go when you are down.
- I'm grateful for the chance to be in the TMHA program. It is great & helps you get back on your feet.
- Its friendliness.
- Everything!
- All.
- I like how I get called back later that day about a question I called about earlier.
- It opens me to be more coail and efficient.
- It's a great program.
- They are always there when you need them.
- The fact staff as mental health are always there.
- Trust.
- Good.
- I am very thankful for have a roof over my head.
- Unsure.
- Lots of sound, reasonable advice.
- Housing and the help from my case worker.
- My housing and my life has improved and I have more oppportunities to keep busy.
- The services I receive are all convenient.
- People are cooperative.
- Everything honest!
- The staff at AG Safe Haven are very professional and helpful in all respects.
- I like Safe Haven's programs and field trips.
- Transportation, Wednesday night meals, lesson plans, walks, activities.
- They have nice staff and clients. I am to control my spending better. I have more mobility this way.

1. What do you like about the services, programs or assistance you receive?

- Very compassionate. I feel that SLO really takes care of their patients.
- I enjoy group discussions and field trips.
- I feel free to communicate.
- That I feel comfortable in programs.
- It's there as an opportunity.
- The fact that I can take control of my life more properly.
- Everything.
- The quality of the services.
- Very good help a lot.
- Helpful and nice.
- I feel more independent and free.
- Hope House helps me to interact with others outside of the home. I also enjoy the meals on Wednesday nights. I'm also thankful for a stable place to live.

Free Form Answers - Question 2

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2. To help with your success, what other services, programs or assistance would you want made available

- Whatever is offered to benefit the future.
- More monrey!
- I would like to work with some tension more times than others.
- None.
- Maybe more computer skills or whatever.
- Refresh training, education, housing (low rent).
- Nothing.
- None that I know of.
- A part-time job would be nice and greatly appreciated.
- Socialization. Therapy/counseling.
- Can't think of any.
- Help obtaining my psychotropic medications.
- Take part in WRAP and continue with SEP, GGDT & GG Farms.
- More work search opportunities.
- How to deal with different mental personalities while living in a TMHA house.
- Hot tub in backyard. HAHA
- None.
- N/A
- Weekend work program.
- None.
- Helping me plan for the future.
- Yes.
- Office type job training.
- Unknown.
- I'd have to explore my options or get a new job.
- Better medicine.
- Rides to and from the center.
- Any would feel great.
- I am already successful, I need not else.
- Nothing; all is good.
- Supported employmnet, housing and Growing Grounds Employment.
- N/A
- A newsletter with local TMHA or just Safe Haven stuff on it.
- More self-help programs.
- A job that is easier so I could work more hours. I feel I am ready for independent living or some kind of change in my climate.
- The fact that housing is there for mental patients and help.
- A weekend program if we received extra funding.
- None.

2. To help with your success, what other services, programs or assistance would you want made available

- Everything is fine.
- Voc. Rehab.
- More road trips!
- Anything more one-on-one talkis.
- They are very helpful.
- Talent scout.
- Job club.
- I would like it if we are able to go to maybe to the YMCA again or go to more public events such as music or sport programs in the community.

Free Form Answers - Question 3

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3. What is the ONE thing you would change about the services you receive from this agency?

- No.
- Less bosses, like work.
- I would like to progress to the next level (college or add 1 more day of work at a time).
- No.
- Nothing more needs to be done. Life is too good to be true.
- No.
- Help me determine physical ability (some physical therapy), work and career counseling (more 1 on1).
- No.
- No.
- No but think that most of the programs are fantastic. I believe these programs can help a person recover from mental illness with the tools and ideas that help you cope with all your triggers
- No.
- No.
- The services offered, so far, have been both gracious and generous, so no. I feel that I have been involved far too short a time to be evaluating much of anything.
- Possibly change house meetings and one-on-one's to every 2 weeks instead of once a week.
- No.
- No.
- No, not at this time.
- No. Thanks!
- I wouldn't change anything. All of the staff is real responsible and takes care of household problems in a timely fashion.
- No.
- No. Thanks for helping me!
- No.
- More programs like SOSH.
- Yes.
- I'll keep you in mind.
- No.
- No.
- None.
- None.
- No.
- Yes, things sometimes seem to take forever to get accomplished.
- No.
- More rides, or a more stable ride schedule.
- More arts and crafts.
- I would like to be in charge of my SSDI check at a later date.

3. What is the ONE thing you would change about the services you receive from this agency?

- Not really.
- Don't change a thing, everything is ok.
- None.
- No.
- No.
- No.
- No.
- I would change some of the rules. People should be given options of whatever they want to do.
- Not very complete.
- No.
- It would be nice if we could continue to have the most nutritious meals on Wednesday nights and go out to dinner in the community once a month.